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John W. Kure
Executive Director - Federal Regulatory



RECEIVED

May 3, 2004

MAY - 3 2004

Ms. Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, SW, TW-A325
Washington, DC 20554

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

RE: Qwest ONA Nondiscrimination Report
CC Docket No. 88-2, Phase I, CC Docket No. 96-128

Dear Ms. Dortch:

Pursuant to the FCC Orders¹ concerning Qwest Communications International, Inc., ("Qwest") ONA Plans, Qwest hereby submits its ONA Nondiscrimination Report for the first quarter of 2004. This report includes both provisioning and maintenance results, and is broken down into the categories as mandated by the FCC in CC Docket 88-2, Phase 1, MO&O on Reconsideration, Appendix B.

This report also includes the categories of Public Access Lines in accordance with CC Docket 96-128, implementing Section 276 of the Telecom Act.

Acknowledgement of date of receipt of this submission is requested. A duplicate of this letter is provided for this purpose.

Please contact me if you have questions.

Sincerely,


cc: Ms. Janice Myles
Attachment

¹ See In the Matter of Filing and Review of Open Network Architecture Plans Memorandum Opinion and Order, 5 FCC Rcd. 3103 (1990) and Memorandum Opinion and Order on Reconsideration, 5 FCC Rcd. 3084 (1990). Also See In the Matter of Implementation of the Pay Telephone Reclassification and Compensation Provisions of the Telecommunications Act of 1996, 11 FCC Rcd. 20541(1996)

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Quarterly ONA Installation Detail Report

Qwest

1 QTR 2004

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
A1 - Business				
Total Orders	187845	Average Interval	172661	Average Interval
Due Dates Missed	1975	(In Days)	2235	(In Days)
% Due Dates Missed	1.05%	4	1.29%	4
		0		0
A2 - PBX				
Total Orders	847	Average Interval	6339	Average Interval
Due Dates Missed	25	(In Days)	175	(In Days)
% Due Dates Missed	2.95%	6	2.76%	6
		1		0
A3 - Centrex				
Total Orders	17018	Average Interval	23511	Average Interval
Due Dates Missed	308	(In Days)	389	(In Days)
% Due Dates Missed	1.81%	4	1.65%	5
		0		0
A4 - WATS				
Total Orders	103	Average Interval	947	Average Interval
Due Dates Missed	0	(In Days)	4	(In Days)
% Due Dates Missed	0.00%	4	0.42%	3
		0		0
A5 - Mobile				
Total Orders	0	Average Interval	7	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	0.00%	5
		0		1
A6 - Feature Group A				
Total Orders	5	Average Interval	92	Average Interval
Due Dates Missed	0	(In Days)	4	(In Days)
% Due Dates Missed	0.00%	3	4.35%	7
		0		3
A7 - Foreign Exchange				
Total Orders	221	Average Interval	526	Average Interval
Due Dates Missed	8	(In Days)	11	(In Days)
% Due Dates Missed	3.62%	3	2.09%	3
		0		0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest

1 QTR 2004

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
B1 - Feature Group B				
Total Orders	0	Average Interval	61	Average Interval
Due Dates Missed	0	(In Days)	2	(In Days)
% Due Dates Missed	No Activity	0	3.28%	17
		0		12
B2 - Feature Group D				
Total Orders	0	Average Interval	2275	Average Interval
Due Dates Missed	0	(In Days)	61	(In Days)
% Due Dates Missed	No Activity	0	2.68%	19
		0		6
B3 - DID				
Total Orders	272	Average Interval	4911	Average Interval
Due Dates Missed	89	(In Days)	1024	(In Days)
% Due Dates Missed	32.72%	12	20.85%	11
		1		1

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 1 QTR 2004

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
C1 - Packet DDD Line				
Total Orders	3	Average Interval	37	Average Interval
Due Dates Missed	0	(In Days)	2	(In Days)
% Due Dates Missed	0.00%	10	5.41%	6
		0		0
C2 - Packet Synchronous Access				
Total Orders	18	Average Interval	7507	Average Interval
Due Dates Missed	4	(In Days)	343	(In Days)
% Due Dates Missed	22.22%	12	4.57%	10
		2		5
C3 - Packet Asynchronous Access				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

The first Average Interval calculation includes all orders for this service classification, both customer . and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest

1 QTR 2004

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
D1 - Protective Alarm				
Total Orders	9	Average Interval	89	Average Interval
Due Dates Missed	2	(In Days)	4	(In Days)
% Due Dates Missed	22.22%	5	4.49%	3
		0		0
D2 - Protective Relay				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0
D3 - Control Circuit				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons

Quarterly ONA Installation Detail Report

Qwest

1 QTR 2004

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
E1 - Telegraph 75 Baud				
Total Orders	3	Average Interval	25	Average Interval
Due Dates Missed	2	(In Days)	7	(In Days)
% Due Dates Missed	66.67%	6	28.00%	11
		0		0
E2 - Telegraph 150 Baud				
Total Orders	0	Average Interval	1	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	0.00%	15
		0		0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest

1 QTR 2004

<u>AFFILIATE</u>			<u>ALL OTHERS</u>	
F1 - Voice, Non-Switched Line				
Total Orders	0	Average Interval	50	Average Interval
Due Dates Missed	0	(In Days)	3	(In Days)
% Due Dates Missed	No Activity	0	6.00%	10
		0		3
F2 - Voice, Switched Line				
Total Orders	9	Average Interval	815	Average Interval
Due Dates Missed	2	(In Days)	90	(In Days)
% Due Dates Missed	22.22%	6	11.04%	14
		0		2
F3 - Voice, Switched Trunk				
Total Orders	0	Average Interval	756	Average Interval
Due Dates Missed	0	(In Days)	47	(In Days)
% Due Dates Missed	No Activity	0	6.22%	16
		0		11
F4 - Voice and Tone, Radio Land Line				
Total Orders	0	Average Interval	2	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	0.00%	7
		0		2
F5 - Data, Low Speed				
Total Orders	0	Average Interval	57	Average Interval
Due Dates Missed	0	(In Days)	2	(In Days)
% Due Dates Missed	No Activity	0	3.51%	6
		0		3
F6 - Basic Data and Voice				
Total Orders	4	Average Interval	1091	Average Interval
Due Dates Missed	1	(In Days)	96	(In Days)
% Due Dates Missed	25.00%	15	8.80%	12
		0		3
F7 - Voice/Data PSN Access Tie Trunk				
Total Orders	0	Average Interval	152	Average Interval
Due Dates Missed	0	(In Days)	6	(In Days)
% Due Dates Missed	No Activity	0	3.95%	8
		0		5
F8 - Voice/Data SSN Access				
Total Orders	0	Average Interval	53	Average Interval
Due Dates Missed	0	(In Days)	7	(In Days)
% Due Dates Missed	No Activity	0	13.21%	24
		0		11
F9 - Voice/Data SSN Intermachine Trunk				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

F10 - Data Extension, Voice Grade

Total Orders 0 Average Interval
Due Dates Missed 0 (In Days)
% Due Dates Missed No Activity 0
0

0 Average Interval
0 (In Days)
No Activity 0
0

F11 - Voice Grade Telephoto and Facsimile

Total Orders 0 Average Interval
Due Dates Missed 0 (In Days)
% Due Dates Missed No Activity 0
0

0 Average Interval
0 (In Days)
No Activity 0
0

F12 - Protective Relay, Voice Grade

Total Orders 0 Average Interval
Due Dates Missed 0 (In Days)
% Due Dates Missed No Activity 0
0

0 Average Interval
0 (In Days)
No Activity 0
0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest

1 QTR 2004

<u>AFFILIATE</u>			<u>ALL OTHERS</u>		
G1 - Program Audio, 200-3500 Hz					
Total Orders	0	Average Interval	16	Average Interval	
Due Dates Missed	0	(In Days)	6	(In Days)	
% Due Dates Missed	No Activity	0	37.50%	8	
		0		4	
G2 - Program Audio, 100-5000 Hz					
Total Orders	0	Average Interval	1	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	0.00%	6	
		0		0	
G3 - Program Audio, 50-8000 Hz					
Total Orders	0	Average Interval	21	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	0.00%	5	
		0		0	
G4 - Program Audio, 50-15000 Hz					
Total Orders	0	Average Interval	4	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	0.00%	4	
		0		2	

 The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons

Quarterly ONA Installation Detail Report

Qwest

1 QTR 2004

<u>AFFILIATE</u>			<u>ALL OTHERS</u>	
H1 - TV Channel 1 Way 15 kHz Audio				
Total Orders	0	Average Interval	82	Average Interval
Due Dates Missed	0	(In Days)	10	(In Days)
% Due Dates Missed	No Activity	0	12.20%	13
		0		3
H2 - TV Channel 1 Way 5 kHz Audio				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

.....

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest

1 QTR 2004

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
I1 - Digital Voice Circuit				
Total Orders	2	Average Interval	62	Average Interval
Due Dates Missed	0	(In Days)	5	(In Days)
% Due Dates Missed	0.00%	5	8.06%	8
		0		1
I2 - Digital Data, 2.4 kbps				
Total Orders	0	Average Interval	64	Average Interval
Due Dates Missed	0	(In Days)	6	(In Days)
% Due Dates Missed	No Activity	0	9.38%	5
		0		0
I3 - Digital Data, 4.8 kbps				
Total Orders	0	Average Interval	5	Average Interval
Due Dates Missed	0	(In Days)	1	(In Days)
% Due Dates Missed	No Activity	0	20.00%	5
		0		4
I4 - Digital Data, 9.6 kbps				
Total Orders	0	Average Interval	190	Average Interval
Due Dates Missed	0	(In Days)	8	(In Days)
% Due Dates Missed	No Activity	0	4.21%	8
		0		4
I5 - Digital Data, 56 kbps				
Total Orders	0	Average Interval	64	Average Interval
Due Dates Missed	0	(In Days)	6	(In Days)
% Due Dates Missed	No Activity	0	9.38%	6
		0		2

 The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons

Quarterly ONA Installation Detail Report

Qwest

1 QTR 2004

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>
J1 - Dedicated Hicap Digital, 1.544 mbps			
Total Orders	284	Average Interval	43272 Average Interval
Due Dates Missed	49	(In Days)	3452 (In Days)
% Due Dates Missed	17.25%	12	7.98% 12
		1	5

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest

1 QTR 2004

<u>AFFILIATE</u>			<u>ALL OTHERS</u>		
K1 - Dedicated Hicap Digital, 3.152 mbps					
Total Orders	0	Average Interval	0	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	No Activity	0	
		0		0	
K2 - Dedicated Hicap Digital, 6.312 mbps					
Total Orders	0	Average Interval	0	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	No Activity	0	
		0		0	
K3 - Dedicated Hicap Digital, 44.736 mbps					
Total Orders	21	Average Interval	2375	Average Interval	
Due Dates Missed	12	(In Days)	447	(In Days)	
% Due Dates Missed	57.14%	13	18.82%	18	
		2		9	
K4 - Dedicated Hicap Digital, >45 mbps					
Total Orders	19	Average Interval	366	Average Interval	
Due Dates Missed	2	(In Days)	48	(In Days)	
% Due Dates Missed	10.53%	11	13.11%	18	
		0		4	

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest

1 QTR 2004

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
L1 - Smart PAL				
Total Orders	1097	Average Interval	0	Average Interval
Due Dates Missed	47	(In Days)	0	(In Days)
% Due Dates Missed	4.28%	8	No Activity	0
		0		0
L2 - Basic PAL				
Total Orders	1105	Average Interval	2165	Average Interval
Due Dates Missed	42	(In Days)	8	(In Days)
% Due Dates Missed	3.80%	8	0.37%	5
		0		0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons

Quarterly ONA Maintenance Report

Qwest

1 QTR 2004

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
A1 - Business				
Total Tickets	58		60	
Average Interval in Hrs/Mns	3	28	3	48
A2 - PBX				
Total Tickets	51		632	
Average Interval in Hrs/Mns	2	9	2	31
A3 - Centrex				
Total Tickets	54		69	
Average Interval in Hrs/Mns	2	45	1	53
A4 - WATS				
Total Tickets	0		9	
Average Interval in Hrs/Mns	No Activity		2	29
A5 - Mobile				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
A6 - Feature Group A				
Total Tickets	0		36	
Average Interval in Hrs/Mns	No Activity		2	54
A7 - Foreign Exchange				
Total Tickets	47		157	
Average Interval in Hrs/Mns	3	20	3	8

Quarterly ONA Maintenance Report

Qwest

1 QTR 2004

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
B1 - Feature Group B		
Total Tickets	0	11
Average Interval in Hrs/Mns	No Activity	0 46
B2 - Feature Group D		
Total Tickets	0	230
Average Interval in Hrs/Mns	No Activity	1 29
B3 - DID		
Total Tickets	50	517
Average Interval in Hrs/Mns	1 53	2 19

Quarterly ONA Maintenance Report

Qwest

1 QTR 2004

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
C1 - Packet DDD Line				
Total Tickets	1		9	
Average Interval in Hrs/Mns	1	10	1	40
C2 - Packet Synchronous Access				
Total Tickets	0		56	
Average Interval in Hrs/Mns	No Activity		1	55
C3 - Packet Asynchronous Access				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	

Quarterly ONA Maintenance Report

Qwest

1 QTR 2004

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
D1 - Protective Alarm		
Total Tickets	0	21
Average Interval in Hrs/Mns	No Activity	3 18
D2 - Protective Relay		
Total Tickets	0	0
Average Interval in Hrs/Mns	No Activity	No Activity
D3 - Control Circuit		
Total Tickets	0	0
Average Interval in Hrs/Mns	No Activity	No Activity

Quarterly ONA Maintenance Report

Qwest

1 QTR 2004

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
E1 - Telegraph 75 Baud		
Total Tickets	0	0
Average Interval in Hrs/Mns	No Activity	No Activity
E2 - Telegraph 150 Baud		
Total Tickets	0	6
Average Interval in Hrs/Mns	No Activity	3 8

Quarterly ONA Maintenance Report

Qwest

1 QTR 2004

<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
F1 - Voice, Non-Switched Line			
Total Tickets	0	49	
Average Interval in Hrs/Mns	No Activity	3	17
F2 - Voice, Switched Line			
Total Tickets	268	1342	
Average Interval in Hrs/Mns	2 28	3	0
F3 - Voice, Switched Trunk			
Total Tickets	150	976	
Average Interval in Hrs/Mns	1 51	1	40
F4 - Voice and Tone, Radio Land Line			
Total Tickets	0	50	
Average Interval in Hrs/Mns	No Activity	1	39
F5 - Data, Low Speed			
Total Tickets	2	57	
Average Interval in Hrs/Mns	8 45	2	16
F6 - Basic Data and Voice			
Total Tickets	23	2306	
Average Interval in Hrs/Mns	2 55	2	14
F7 - Voice/Data PSN Access Tie Trunk			
Total Tickets	0	128	
Average Interval in Hrs/Mns	No Activity	1	41
F8 - Voice/Data SSN Access			
Total Tickets	0	0	
Average Interval in Hrs/Mns	No Activity	No Activity	
F9 - Voice/Data SSN Intermachine Trunk			
Total Tickets	0	0	
Average Interval in Hrs/Mns	No Activity	No Activity	
F10 - Data Extension, Voice Grade			
Total Tickets	0	15	
Average Interval in Hrs/Mns	No Activity	1	16
F11 - Voice Grade Telephoto and Facsimile			
Total Tickets	0	0	
Average Interval in Hrs/Mns	No Activity	No Activity	
F12 - Protective Relay, Voice Grade			
Total Tickets	0	2	
Average Interval in Hrs/Mns	No Activity	3	23

Quarterly ONA Maintenance Report

Qwest

1 QTR 2004

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
G1 - Program Audio, 200-3500 Hz				
Total Tickets	0		31	
Average Interval in Hrs/Mns	No Activity		0	40
G2 - Program Audio, 100-5000 Hz				
Total Tickets	1		4	
Average Interval in Hrs/Mns	6	45	2	56
G3 - Program Audio, 50-8000 Hz				
Total Tickets	2		26	
Average Interval in Hrs/Mns	2	21	2	49
G4 - Program Audio, 50-15000 Hz				
Total Tickets	1		23	
Average Interval in Hrs/Mns	1	34	5	8

Quarterly ONA Maintenance Report

Qwest

1 QTR 2004

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
H1 - TV Channel 1 Way 15 kHz Audio		
Total Tickets	0	38
Average Interval in Hrs/Mns	No Activity	3 5
H2 - TV Channel 1 Way 5 kHz Audio		
Total Tickets	0	0
Average Interval in Hrs/Mns	No Activity	No Activity

Quarterly ONA Maintenance Report

Qwest

1 QTR 2004

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
I1 - Digital Voice Circuit				
Total Tickets	0		22	
Average Interval in Hrs/Mns	No Activity		1	40
I2 - Digital Data, 2.4 kbps				
Total Tickets	0		50	
Average Interval in Hrs/Mns	No Activity		1	28
I3 - Digital Data, 4.8 kbps				
Total Tickets	0		2	
Average Interval in Hrs/Mns	No Activity		2	39
I4 - Digital Data, 9.6 kbps				
Total Tickets	0		119	
Average Interval in Hrs/Mns	No Activity		2	10
I5 - Digital Data, 56 kbps				
Total Tickets	3		2816	
Average Interval in Hrs/Mns	2	25	2	12

Quarterly ONA Maintenance Report

Qwest

1 QTR 2004

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>
J1 - Dedicated Hicap Digital, 1.544 mbps			
Total Tickets	224		12567
Average Interval in Hrs/Mns	2 39		2 35

Quarterly ONA Maintenance Report

Qwest

1 QTR 2004

<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
K1 - Dedicated Hicap Digital, 3.152 mbps			
Total Tickets	0	1	
Average Interval in Hrs/Mns	No Activity	0	13
K2 - Dedicated Hicap Digital, 6.312 mbps			
Total Tickets	0	0	
Average Interval in Hrs/Mns	No Activity	No Activity	
K3 - Dedicated Hicap Digital, 44.736 mbps			
Total Tickets	7	319	
Average Interval in Hrs/Mns	0 54	1	32
K4 - Dedicated Hicap Digital, >45 mbps			
Total Tickets	968	397	
Average Interval in Hrs/Mns	8 55	10	56

Quarterly ONA Maintenance Report

Qwest

1 QTR 2004

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
L1 - Smart PAL		
Total Tickets	0	0
Average Interval in Hrs/Mns	No Activity	No Activity
L2 - Basic PAL		
Total Tickets	0	0
Average Interval in Hrs/Mns	No Activity	No Activity

Quarterly ONA Maintenance Report - Tickets with Due Dates

Qwest

1 QTR 2004

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
A1 - Business		
Total Tickets	17493	33761
Average Interval in Hrs/Mns	10:51:00	11:56:00
Due Dates Missed	1136	2615
% Due Dates Missed	6.49%	7.75%
A2 - PBX		
Total Tickets	80	1059
Average Interval in Hrs/Mns	11:11:00	11:21:00
Due Dates Missed	10	102
% Due Dates Missed	12.50%	9.63%
A3 - Centrex		
Total Tickets	3451	7930
Average Interval in Hrs/Mns	10:58:00	10:58:00
Due Dates Missed	323	710
% Due Dates Missed	9.36%	8.95%
A4 - WATS		
Total Tickets	0	6
Average Interval in Hrs/Mns	No Activity	5:48:00
Due Dates Missed	0	0
% Due Dates Missed	0.00%	0.00%
A5 - Mobile		
Total Tickets	2	4
Average Interval in Hrs/Mns	36:33:00	15:15:00
Due Dates Missed	0	0
% Due Dates Missed	0.00%	0.00%
A6 - Feature Group A		
Total Tickets	0	25
Average Interval in Hrs/Mns	No Activity	10:45:00
Due Dates Missed	0	2
% Due Dates Missed	0.00%	8.00%
A7 - Foreign Exchange		
Total Tickets	77	246
Average Interval in Hrs/Mns	13:06:00	12:38:00
Due Dates Missed	6	22
% Due Dates Missed	7.79%	8.94%

Quarterly ONA Maintenance Report - Tickets with Due Dates

Qwest

1 QTR 2004

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
E1 - Telegraph 75 Baud		
Total Tickets	0	0
Average Interval in Hrs/Mns	No Activity	No Activity
Due Dates Missed	0	0
% Due Dates Missed	0.00%	0.00%
E2 - Telegraph 150 Baud		
Total Tickets	0	59
Average Interval in Hrs/Mns	No Activity	28:20:00
Due Dates Missed	0	25
% Due Dates Missed	0.00%	42.37%
